

Massachusetts Department of Public Health
Office of Patient Protection
Summary of Cases Received
By Health Plan
January 2004 – December 2004

Aetna US Health Care		Did not go to External Review			External Review Decisions		
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially
January - December 2004				did not meet			Overturned
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient	2				2		
Outpatient							
Pharmacy							
Rehab Services							
Totals	2	0	0	0	2	0	0

Blue Cross & Blue Shield		Did not go to External Review			External Review Decisions		
Total Cases: 54	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
January - December 2004							
Behavioral Health	17	3	3		4	4	3
Cosmetic/Reconstructive	6	1	1		3		1
Dental							
Diagnostic Services	1		1				
Durable Medical Equipment	1					1	
Emergency Care							
Excluded Services							
Experimental	7	1			5	1	
Infertility Care	12	2			8	2	
Inpatient	7		2		1	4	
Outpatient	2	1			1		
Pharmacy	1					1	
Rehab Services							
Visual Services							
Totals	54	8	7	0	22	13	4

Cigna Health Care of Massachusetts		Did not go to External Review			External Review Decisions		
Total Cases: 14	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2004				did not meet			Overtured
				Time Frame			
Behavioral Health	2	1			1		
Cosmetic/Reconstructive	2					1	1
Dental							
Diagnostic Services	1					1	
Durable Medical Equipment	1				1		
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient	3	1				2	
Pharmacy	4	1			2	1	
Rehab Services	1		1				
Totals	14	3	1	0	4	5	1

*in two cases, coverage was continued pending the outcome of the review pursuant to 105 CMR 128.414 and all denied days were covered since the patient was discharged before the decision

Fallon Community Health Plan		Did not go to External Review			External Review Decisions		
Total Cases: 13	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2004				did not meet			Overtured
				Time Frame			
Behavioral Health	6		1		2	3	
Cosmetic/Reconstructive							
Dental	1	1					
Diagnostic Services	1		1				
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient	2	2					
Outpatient	1		1				
Pharmacy	2				2		
Rehab Services							
Totals	13	3	3	0	4	3	0

Fortis Health Assurance		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
January - December 2004							
Behavioral Health							
Cosmetic/Reconstructive	1				1		
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
Totals	1	0	0	0	1	0	0

Guardian Life Insurance		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
January - December 2004							
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient	1				1		
Pharmacy							
Rehab Services							
Totals	1	0	0	0	1	0	0

Harvard Pilgrim Health Care		Did not go to External Review			External Review Decisions		
Total Cases: 72	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2004				did not meet			Overtured
				Time Frame			
Behavioral Health	45	6	5	1	15	12	6
Cosmetic/Reconstructive							
Dental	4	4					
Diagnostic Services	2	2					
Durable Medical Equipment	1	1					
Emergency Care							
Excluded Services	2	2					
Experimental	2					2	
Infertility Care	4				2	2	
Inpatient	1				1		
Visual Services							
Outpatient	5	1			4		
Pharmacy							
Rehab Services	5	5					
Visual Services	1				1		
Totals	72	21	5	1	23	16	6

Health New England		Did not go to External Review			External Review Decisions		
Total Cases: 19	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2004				did not meet			Overtured
				Time Frame			
Behavioral Health	3	1	1			1	
Cosmetic/Reconstructive	2	1			1		
Dental							
Diagnostic Services	1	1					
Durable Medical Equipment							
Emergency Care							
Excluded Services	1	1					
Experimental	1				1		
Infertility Care	1					1	
Inpatient							
Outpatient	5	4			1		
Pharmacy	3	1				2	
Rehab Services	2	2					
Visual Services							
Totals	19	11	0	0	3	4	0

John Alden Life Insurance		Did not go to External Review			External Review Decisions		
Total Cases: 5	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtured	Partially Overtured
January - December 2004							
Behavioral Health	1						1
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental	1					1	
Infertility Care							
Inpatient							
Outpatient	3	1			1		1
Pharmacy							
Rehab Services							
Visual Services							
Totals	5	1	0	0	1	1	2

MEGA Life Insurance		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan did not meet Time Frame	Upheld	Overtaken	Partially Overtaken
January - December 2004							
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient	1	1					
Outpatient							
Pharmacy							
Rehab Services							
Visual Services							
Totals	1	1	0	0	0	0	0

Neighborhood Health Plan		Did not go to External Review			External Review Decisions		
Total Cases: 5	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2004				did not meet			Overtured
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive							
Dental	2	2					
Diagnostic Services	1	1					
Durable Medical Equipment	1	1					
Emergency Care							
Excluded Services							
Experimental							
Infertility Care	1	1					
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
Visual Services							
Totals	5	5	0	0	0	0	0

New England Life Insurance		Did not go to External Review			External Review Decisions		
Total Cases: 2	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially
January - December 2004				did not meet			Overturned
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient	1				1		
Pharmacy							
Rehab Services	1				1		
Totals	2	0	0	0	2	0	0

Other (Self-funded)		Did not go to External Review			External Review Decisions		
Total Cases: 1	Received	Ineligible	Resolved	Health Plan	Upheld	Overtaken	Partially
January - December 2004				did not meet			Overtaken
				Time Frame			
Behavioral Health							
Cosmetic/Reconstructive							
Dental							
Diagnostic Services							
Durable Medical Equipment	1	1					
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient							
Pharmacy							
Rehab Services							
Totals	1	1	0	0	0	0	0

Tufts Health Plan		Did not go to External Review			External Review Decisions		
Total Cases: 80	Received	Ineligible	Resolved	Health Plan	Upheld	Overtured	Partially
January - December 2004				did not meet			Overtured
				Time Frame			
Behavioral Health	17	6			5	6	
Cosmetic/Reconstructive	7	2			3	2	
Dental	6	4			1	1	
Diagnostic Services	3				1	2	
Durable Medical Equipment	4	1			3		
Emergency Care							
Excluded Services	2	2					
Experimental	2				2		
Infertility Care	16	5			9	2	
Inpatient	2	2					
Outpatient	10	3			6	1	
Pharmacy	2				2		
Rehab Services	9	1	1		3	3	1
Totals	80	26	1	0	35	17	1

United Health Care of New England		Did not go to External Review			External Review Decisions		
40	Received	Ineligible	Resolved	Health Plan	Upheld	Overturned	Partially
January - December 2004				did not meet			Overturned
				Time Frame			
Behavioral Health	36	7	3		11	11	4
Cosmetic/Reconstructive	1				1		
Dental	1	1					
Diagnostic Services	1				1		
Durable Medical Equipment							
Emergency Care							
Excluded Services							
Experimental							
Infertility Care							
Inpatient							
Outpatient	1					1	
Pharmacy							
Rehab Services							
Visual Services							
Totals	40	8	3	0	13	12	4